

ABSTRACT

A business practitioner who offers a maintenance service for a machine (15) quantifies the productivity of the machine (15) in a predetermined service period (S42). The business practitioner compares the quantified productivity with a predetermined
5 productivity reference, and calculates the difference between them (S43). The business practitioner determines a charge amount for the maintenance service in the service period based on the calculated difference (S45). Due to this, charging is realized which can satisfy both of the user of the machine (15) and the maintenance business practitioner.